



One of Air Combat Command's premier weapons systems, an F-15 from the 90th Fighter Squadron at Elmendorf AFB, Alaska, taxis in while in alarm black during the 3rd Wing's Operational Readiness Inspection. With the innovation of its new Air and Space Operations Center Weapons System Help Desk, ACC is better equipped to assist theater commanders with putting bombs on target.

Staff Sgt. Adrian Cadiz / 3rd CS

LEADING THE CHARGE

Air Combat Command opens Air and Space Operations Center Weapon System Help Desk

Capt. Brian Munoz

HQ ACC/SCW

LANGLEY AIR FORCE BASE, Va. — Langley Air Force Base will stand up a new capability this summer that will ensure a lifeline for hardware, software and technical support to the warfighter — the Air and Space Operations Center Weapon System Help Desk.

More than two years of programming efforts and close coordination between Air Combat Command Communications and Information Systems, the 83rd Communications Squadron, the Help Desk Program office and the Air Force Command and Control and Intelligence, Surveillance, and Reconnaissance Center, will come to fruition when the AOC WS HD comes online and engaged giving the warfighter an additional line of support — a dedicated crew of AOC systems administrators, subject matter experts and infrastructure available at the push of a button.

The AOC, designated as the AN/USQ-163 Falconer, is the senior element of the Theater Air Control System and the weapon system that the Commander, Air Force Forces provides the Joint Forces Air Component Commander for planning, executing and assessing theater-wide air and space operations. The JFACC plans and develops the Air Tasking Order, directing tactical actions to produce desired operational and strategic effects in support of the Joint Force Commander's campaign. In short, the AOC is the JFACC's nerve center to ensure air and space superiority is achieved and maintained in the theater of operations. Every COMAFFOR supporting a regional combatant commander will have a Falconer AOC. Tailored Falconer and training AOCs will also be fielded to support some AOC tasked units, training activities and innovation centers.

The Help Desk will provide the single focal point for AOC problem reporting, tracking, and resolution management, including support escalation. The Help Desk also supports Force Level systems at the Air Support Operations Centers and remote Force Level terminals employed at the Wing Operations Centers. The Help Desk possesses the right network components, software, data flow and hardware configurations embedded in the approved AOC systems baseline to facilitate troubleshooting and problem reconstruction. The Help Desk is also equipped with the communications infrastructure and devices necessary to exchange classified and unclassified information to quickly identify and work problems.

Achieving the goal of standing up the AOC WS Help

Desk has been a teamed approach — AFC2ISRC developed the programmatic strategy, ACC/SCW lead program management and lifecycle sustainment, the AOC WS System Program Office spearheaded the system engineering and site activation, and the 83rd CS implemented the infrastructure/systems and is responsible for the daily operations and staffing of the AOC WS Help Desk with blue-suit and contract systems administrators in AOC operations, processes, and capabilities.

What is 'Lead Command'

Lead Command Purpose: Air Force Communications and Information Systems, operated and supported by more than one MAJCOM, require the designation of a "lead command" as the spokesperson and advocate for each multi-command system. The lead command is the advocate and responds to issues affecting system status and use. Issues include all operational and logistical (supportability, maintainability, and reliability) issues for assigned Communications and Information systems. Advocacy includes planning and programming for acquisition, installation, training, sustainment, testing and initial operational capability for new C4 systems. The following pages depict the efforts of those agencies around the globe that are taking charge and 'leading the way' in technological advances being sent forward to the warfighter.